

Job Description

Job Title: IPS Administrator - Thrive into Work

Reports to: IPS Senior Administrator - Thrive into Work

Salary (E0008) : Band range £21,094 - £26,348

Location: Home-based working
(H)

Thrive into Work cover the following geographical area;

**Birmingham and Solihull
Coventry & Rugby
Wolverhampton, Sandwell and West Birmingham**

Purpose: We need you to work in the administrative team working alongside our operational teams to support the delivery of Thrive into Work.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others. Your eye for detail and rigorous approach to quality will be crucial in ensuring that Thrive into Work offers the very best support to its participants and that we successfully implement each element of the Individual Placement and Support (IPS) model.

The aim of the service overall is to contribute to the Shaw Trust vision of a society in which everyone has the opportunity for employment, inclusion and independence.

Are you right for the job?

- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you have strong organisational skills?

Person Specification

(E = Essential D = Desirable)

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| Competencies <ul style="list-style-type: none"> Provides a best-in-class service to all customers internal and external (E) People centred in a commercial framework, takes accountability for results (E) Embraces change and drives continuous improvement (E) Collaborates and unites with others behind the organisations mission (E) Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) |
| Technical competency (qualifications and training) <ul style="list-style-type: none"> NVQ/SVQ level 3 or above or equivalent experience (E) |
| Experience, Knowledge and Skills <ul style="list-style-type: none"> Excellent working knowledge of computer software packages particularly those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook (E) Excellent organisational, communication and presentation skills (E) High level of written communication and numeracy skills (E) Excellent administration skills including experience of minute taking and an ability to analyse and produce accurate statistical reports using MI/CRM systems (E) Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel (E) Ability to work well as part of a team and independently when required (E) Ability to negotiate, influence and persuade at all levels. (E) A working knowledge of financial claims for funding (D) Experience of working in the welfare to work, skills or education industry, delivering to specified targets, quality standards and compliance measures (D) Previous experience of working with people with health issues (D) Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport (D) A working knowledge of marketing and social media (D) |
| Safeguarding <ul style="list-style-type: none"> Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) Role requires a Criminal Records Bureau disclosure at Enhanced level (E) |
| Other <ul style="list-style-type: none"> Car driver and have access to a vehicle for business use (E) Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E) |

Main Duties and Responsibilities

1. Point of contact for Participant enquires
2. Receive and process all referrals to the contract
3. Provide support to the service, enabling front line staff to focus on Participants by managing and completing administrative and support functions

4. Host any key stakeholders visits or events relating to the service ensuring facilities, agenda and arrangements are well-organised and communicated to relevant parties.
5. Take part in weekly team meetings with the team to allow the sharing of ideas and best practices, take minutes and disseminate in a timely manner to the team
6. Collect, collate and disseminate management information for use in the delivery of Thrive into Work
7. Produce high level, accurate analyses and reports of financial and management information for company and external use
8. In partnership with the IPS Senior Administrator, develop and implement quality processes for use on the Thrive into Work contract
9. Monitor and audit data capture systems to ensure the recording of all contract performance monitoring and management information is effective to enable the production of reports, and statistics
10. Conduct evidence-based quality checks monthly file checks
11. Review IPS Fidelity Reports and formulate a continuous improvement plan for each delivery team, ensuring these are reviewed and updated quarterly
12. Maintain instructions, guidelines and procedures for staff including SOP , MAF and CRM guides
13. Support all delivery teams to maximise performance by using the CRM and MI systems effectively through training, MI analysis and feedback
14. Overseeing timeliness and quality of data inputting, supporting the IPS Senior Administrator to meet claim deadlines
15. Collate and process monthly claims in a timely manner ensuring all claims are accurate.
16. Operate a customer focused culture to designated standards of service, ensuring customer feedback is appropriately reported
17. Train new staff on the CRM System

Other

18. To undertake any further training as identified in the Shaw Trust review procedures
19. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures
20. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees
21. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees

22. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct
23. To maintain the confidentiality about Participant s, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times
24. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements
25. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems
26. To report to line manager, or other appropriate person, in the event of awareness of bad practice
27. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.